



**SERVICE DESK TEAM LEAD** ref: CNS/SD/310112

Capital Network Solutions Limited are the sole Cisco Premier Partner based in South Wales and are a leading Systems Integrator who specialise in Networking, Unified Communications, Security, Wireless and Managed & Professional Services.

They hold strategic partnerships with leading technology vendors including Cisco, Barracuda, CRYPTOCard and Dell.

Currently undergoing an exciting period of change due to sustained growth we are now looking to recruit a Service Desk Team Lead for our Managed and Professional Services Desk.

Reporting to the Technical Director, the Service Desk Team Lead will be responsible for managing the team of service desk engineers ensuring staff motivation and performance, the adherence to SLA's, service desk system monitoring, customer setup and internal system management/development. The role also includes a hands-on technical element incorporating both remote support and onsite customer visits and insured own transport is required.

**Responsibilities will include but will not be limited to:**

- Responsible for managing the provision of high quality managed support services to mission critical environments, in line with Service Level Agreements
- Responsible for overall customer assessment, setup, monitoring, documentation and escalation procedures
- Ensure development of and team adherence to processes and policies: ITIL, Incident Management, Problem Management, Service Desk Management, Change Management, Operations Monitoring & Performance Reporting; responsible for ensuring consistent execution of processes
- Management of 3<sup>rd</sup> party vendor and provider relationships/agreements/services in accordance with standard operating procedures
- Successful operation of all 1<sup>st</sup> and 2<sup>nd</sup> line managed support services
- Management of customer/utilisation reporting process

**Skills and experience required:**

- You must hold current relevant Microsoft qualifications with an experience of 2-5 years managing a team in a similar busy helpdesk environment
- You must be able to demonstrate the ability to thrive within a fast paced, demanding support environment whilst maintaining high standards and a customer centric approach.
- You must be a self-motivated professional with excellent communication and documentation skills and be very well presented as you will be an ambassador for the company.
- You must be able to demonstrate management expertise and have a flare for understanding and motivating people.
- You must have experience of Operations, Service Desk, Incident, Change and Problem Management principles and have proven experience & understanding of IS infrastructure, desktop and application environments.
- A high level of accountability and the ability to prioritise and delegate is essential
- You must have experience managing a web based helpdesk system, SNMP monitoring software e.g. Mutiny and event management systems
- You must have relevant knowledge of remote access technologies and remote application rollouts

This is an excellent career opportunity for a highly motivated technical professional that wishes to work as part of a highly accredited friendly team.

A structured professional development plan will be implemented overseen by our Technical Director providing excellent progression opportunities for those wishing to develop their career further.

**To respond to this advertisement, please email a copy of your current CV and an indication of your current salary to [info@capitalnetworks.co.uk](mailto:info@capitalnetworks.co.uk)**